

Garden City Leak Adjustment Policy

In order to promote water conservation as well as providing a financial incentive for our customers to maintain private water service lines and building plumbing fixtures, City Council has recently amended the Garden City Utility Ordinance Article 82-176(d) to read as follows:

“The city manager or designee shall be authorized to make equitable adjustments in billings for wastewater services only in cases where leaks and pipes and plumbing facilities result in increased billings without fault on the part of the customer. The billing adjustment policy is allowed to promote water conservation programs of the City and to provide a financial incentive for customers to maintain private water service lines and building plumbing fixtures. Such adjustments shall be made based on an average of prior billings only after repairs have been made as certified by a licensed plumber or other acceptable information that documents the water line repair.”

Frequently Asked Questions (FAQs) Regarding Garden City’s Leak Adjustment Policy

Who qualifies for a leak adjustment and how is that adjustment determined?

Utility billing adjustments are allowed for residential and non-residential water and sewer customers. To be eligible, a customer must have both water and sewer services because the adjustment will only be calculated based on the sewer usage portion of the bill.

Why can’t I be issued an adjustment if I only have water service with the City?

Utility bill adjustments are not allowed for water-only customers because the entire cost for delivery of water service is completed once the water passes through the water meter at the customer’s location.

How many leak adjustments are permitted in a year?

Customers will be allowed to apply for one utility billing adjustment per year.

What will I need in order to start the process of adjusting my bill due to a leak?

A copy of a plumber’s repair bill or a receipt for the parts purchased to repair the leak.

How long will it take for me to see an adjustment on my bill?

Once you have handed a copy of the receipt to a staff member at the utility services window, please allow up to 35 days for the adjustment to be made as staff must determine if there has been a decrease in usage since your leak was fixed. This waiting period serves as an advantage to you because it ensures the following: (1) that the leak was properly fixed and (2) that the City has the correct time frame to start averaging your monthly usage.

What is the time span that the City uses to determine average monthly usage?

Utility billing adjustments are determined using the 12-month history of metered water consumption/sewer usage for the period preceding the high-consumption month when the water leak is repaired.

What if I have been residing in my home, apartment or business for less than 12 months?

In the event that a customer has less than a 12-month usage history, the average consumption will be determined by the City on a case by case basis.

What is the formula used by the City when determining the amount of the credit on the sewer portion of my bill?

When a billing adjustment is allowed, it will be determined using the current utility billing rate schedule and based on one-half of the high consumption month sewer bill above the average sewer consumption be allowed as a credit.

The following provides an example of how an adjustment should be determined based on the current sewer rates as of August 7, 2012:

6,500 gal/mo	12-month average metered water consumption/sewer usage
\$25.30	Amount determined for average monthly sewer bill
15,000 gal/mo	High metered water consumption/sewer usage for the month prior to repair of a water leak
\$47.25	Amount determined for high sewer usage month
\$21.95	Difference in high consumption month and average month sewer bill
\$10.98	Billing Adjustment Amount allowed (i.e. $\$10.98 = \$21.95 / 2$)